

CHUCK e FOCUS

Week 1 – January 5, 2018



WHO WILL REIGN?

The former Mighty Millers were bought out by DM Alex Sergeychik and are now known as the A-Team! Can they hold their 2017 title as Chuck E. Bowl Champions?

CHUCK E BOWL II! 2018

ON DECK:

How are you preparing your team for next week's competition? Read all the details for next week's theme on page 3!

Wild Card Weekend – January 5th – January 7th
Who has got the most enthusiasm in Sports?
Where are all our My Favorite Fun Fanatics?
Show your spirit and send your submissions into
myfavoritefun@cecentertainment.com



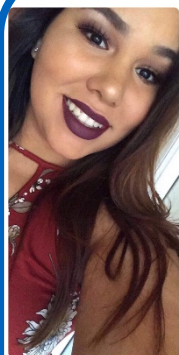
CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR MAKING
THE TOP 10 IN SALES INCREASE LAST WEEK!

Restaurant	2016	2017	YOY
1. San Antonio Stone Oak, TX #565	\$35,869	\$40,597	13.2%
2. Brownsville, TX #853	\$23,554	\$26,606	13.0%
3. San Antonio Ingram, TX #098	\$30,704	\$34,304	11.7%
4. Langley, BC #847	\$33,812	\$37,268	10.2%
5. Houston Wesleyan, TX #575	\$28,798	\$31,201	8.3%
6. Harlingen, TX #864	\$25,704	\$27,733	7.9%
7. Salt Lake City, UT #120	\$36,635	\$38,998	6.5%
8. Rapid City, SD #861	\$12,844	\$13,525	5.3%
9. Gulfport, MS #562	\$26,861	\$28,074	4.1%
10. Pompano Beach, FL #789	\$30,245	\$31,253	3.3%



CAST MEMBER



SOUTHEAST

Meet Melanie Montoya, Team2 Cast Member in restaurant #725 South Dade. Melanie has been a super star with Chuck E. Cheese for 8 months now and counting. Melanie has amazing over the top hospitality with her willingness to always help the team and her positive attitude. She truly knows how to stand out. When Melanie is not at Chuck E Cheese, she enjoys makeup artistry such as special effects makeup, as well as photography and scientific research.

SPOTLIGHT OF THE WEEK

CHUCK E. PIN DESIGN CONTEST

We are starting to see several submissions come through for the Pin Design Contest!



Do you have an awesome idea you want to share?

You only have a couple days left so don't delay – send your design in NOW!

Deadline: Sunday, January 7th - Midnight!

General Managers – be sure and get the word out to your Cast Members, all are welcome to submit a design, and as many designs as they would like!

If you have any questions, please reach out to Sondra Fincher at sfincher@cecenterentertainment.com



JANUARY 5 - FEBRUARY 4, 2018

Weekend 2 Challenge – Divisionals Character Weekend!

Your Challenge:

Everyone has their favorite characters – whether it be a favorite Disney character, Chuck E. character, book character, or movie character. This weekend is Character Weekend! Do you want to do a theme in your restaurant, decorations, have people and guests dress up? How do you like to have fun with your favorite characters? *(please keep in mind and continue to adhere to current uniform attire)*

Weekend 1 Details:

- **Dates: Jan 12 – Jan 14**
- Districts compete against all other districts in their region
- 1 point for every original entry. (ex: if you send 3 pictures doing the same MFF, that counts as 1 point)
- Cap of 15 points per restaurant
- **If all restaurants in a district cap, the district gets a flat amount of 270 points.**

See attached sheet for details of this week's theme!

Want to know what the upcoming week themes will be? Check out the Chuck E. Bowl Calendar for timeline of events!

Questions? Feel free to reach out to Sondra Fincher at sfincher@cecenterentertainment.com or your Regional AOF!



Chuck E. Bowl Details:

- *Points accumulate week-by-week; there is no elimination until week 4*
- *Submissions are to be sent in to myfavoritefun@cecenterentertainment.com with #chuckebowl, #(store#), #district name)*
- *Tie breaker (if needed) will be a vote based on overall participation and quality of submissions.*



a&b moments...

I wanted to make sure you know what a wonderful experience we had today at your Saginaw, MI Chuck E. Cheese. My 8 year old son who has autism had been asking for a specific toy at your restaurant. The Saginaw manager and her cashier Cast Member were very patient and helpful. The manager even took time to go find the specific toy after we already picked another toy. She didn't have to do that but went above & beyond for us. Having a child with a disability is tough but knowing there are accepting people working for your company is reassuring! Please let your staff in Saginaw know their act of kindness was very much appreciated!

Northeast Region
Saginaw, MI #336
RVP Jim Brawley
DM Chad Estrada
GM Betsy Kubczak

We had another amazing time today celebrating a birthday at the Lake Charles, LA CEC! I take my son to this CEC a few times a month because the Cast and Manager, Josselin, are so amazing! This holiday week we had family from California visiting for Christmas. We wanted to celebrate Sophia's birthday while she was here. My son immediately proposed that the party be at CEC. I have to say that, as usual, we were extremely happy with the quality of service and food ordered. Ms. Josselin and her team seem like a family and treat all guests as VIPs. We appreciate our Lake Charles CEC and especially Ms. Josselin and her team!

Southeast Region
Lake Charles, LA #709
RVP Bill Eich
DM Brian Pitre
GM Josselin Padilla

We called this afternoon looking to turn our party of 4 walk in to a party of 4 with a party package. The staff was great and after calling her manager to get it approved they set us up with a great little party for our birthday girl and her 3 friends. They made us feel welcome and took great care of us. My daughter loved the party goodie bags, piñata, and all the extra cool stuff she got to do. The kids all had a blast and can't wait for the next trip. I want to say the managers name was Mike, I wish I remembered all of their names but the staff was great, the store was clean and we will be going back again soon. Great job Laurel team!

Central Region
Laurel, MD #087
RVP Chris Kelly
DM Michael Svoboda
GM Michael Mccruden

This is the first time I have ever had a party reservation at Chuck E. Cheese. It was such a great experience overall! Store #631 located in Stockton, CA is a great place for my son's very first birthday party. Our host, Adanely, was completely courteous and extremely professional. She was very helpful and great with everything such as questions, special requests, and customer service. All of my questions about the party were answered. All of our requests were fulfilled. The food was served at a perfect time. My guests were happily fulfilled. We received excellent customer service. Two hours is not enough party time. Three hours of party time would be much better. Thank you for such a great experience!

Western Region
Stockton, CA #631
RVP Tim Kerum
AD Wayne Casey
GM Dennis Paguio
Cast Members Adanely

anniversaries

20+ YEARS

25 YEARS

Dennis Sanders
NE Region Area Director

25 YEARS

Janice Tuckerman
Cast Member ~ 500

20 YEARS

Christina Grizzaffi
General Manager ~ 587

15 YEARS

Billie Applebee ~ 368
Shanna Harcourt ~ 633
John Foster ~ 084
Brett Frost ~ 702

10 YEARS

Gilbert Hernandez ~ 702

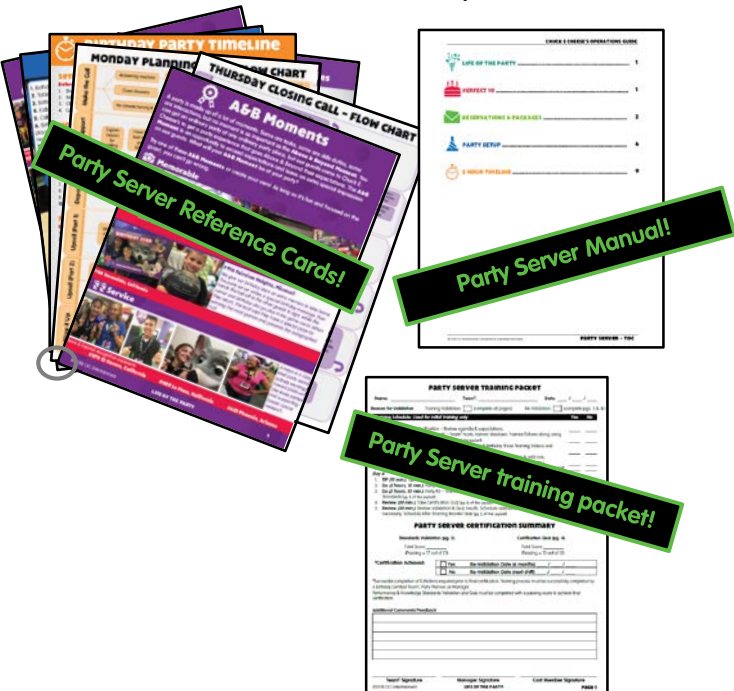
5 YEARS

Gregory Lopez ~ 494
Maria Rocha ~ 794
James Knox ~ 428
Alexander Vasquez ~ 451
Lahtia Spivey ~ 510
Yansi Cano Magana ~ 527



NEW BIRTHDAY ROLLOUT!

Check out all the new learning materials that come with the new birthday rollout!



If you have questions about any of these materials, please contact your L&D Manager at learning@cecentertainment.com

CEC is sad to report the passing of one of our Support Center colleagues, Amy Farmer, on Monday, December 25th. Amy joined CEC in February 2000 and she was a Senior Specialist in our Payroll Department. Amy was an integral part in providing outstanding payroll support to our Field Operators. Our thoughts and prayers are with Amy's family during this very difficult time.



TABLETS

1. St. Petersburg, FL #460 3.5%
2. Melrose Park, IL #054 3.0%
3. St. Louis West, MO #947 2.9%
4. SE Las Vegas, NV #311 2.7%
5. Bell, CA #446 2.5%

We have officially entered Q1 when the tablets will really make your life easier! Be sure you have a DEDICATED Tableside Server during the PEAK TIMES so you can capitalize on those extra sales otherwise lost due to long lines!

Congratulations to the following Managers in Todd Bell's District for receiving Manager of the Quarter Awards!





STAR AWARDS

Before we move on from 2017 completely, we would like you to take a minute to nominate your peers who made 2017 better!

If you would like to nominate someone you feel fits the descriptions below going above & beyond, please nominate them and tell us why!

How to nominate:

1. Click on the following link:
<https://www.surveymonkey.com/r/starawards2018>
2. Fill out the brief survey to nominate who you think should get the following awards:
 - **Top Culture GM** – Recognizing a GM that has built a world-class My Favorite Fun Chuck E. culture in their restaurant and favorably impacted the culture of their district and region.
 - **Top Culture DM** – Recognizing a DM that has created a fun, positive My Favorite Fun Chuck E. culture in the restaurants and region.
 - **Innovator of the Year** – Recognizing an employee who had a company-changing idea (this is open to all levels: GM's, Cast Members, Support Center employees, etc.)
 - **Supporter of the Year** – A FIELD NOMINATED EMPLOYEE from the Support Center who consistently goes above & beyond in support of the field.
3. Click Send!

Please get submissions in today, don't wait! All submissions must be received by **Friday, January 19th**. If you have any questions, please reach out to the L&D Department at learning@cecentertainment.com



SHOW 1 2018



Show 1 – 2018 was sent out on Friday, December 29. By now it should have arrived in your weekly packet from the Support Center.

Happy New Year! 2018 is here and what better way to kick off the new year, than with a brand-new show? Chuck E. and friends are excited to share with you a couple of new songs. If that weren't enough, Show 1 features some super-awesome music video selections from Taylor Swift, Carly Rae Jepsen, and Keith Urban! Looking ahead, Chuck E. and the band are hard at work on a new Birthday Show and a new Live Show dance. We are so excited to keep the fun going all year!

If you have not seen Show 1 arrive, email showwarranty@cecentertainment.com or call Nicole Cooper at (972) 258-4574. The official play dates for Show 1 – 2018 are 1/1/2018 – 2/25/2018.

It is very important that you only ever play the approved show during its specific play dates.



CHUCK E. CHEESE'S

HOT JOBS

general manager

356 ~ Victorville, CA	761 ~ Santa Maria, CA
371 ~ Foothill Ranch, CA	616 ~ Buford, GA
373 ~ Gilroy, CA	349 ~ Batavia, IL
393 ~ Moreno Valley, CA	327 ~ Portage, MI
407 ~ Corona, CA	525 ~ E. Hanover, NJ
410 ~ Sacramento, CA	579 ~ North Richland Hills, TX
445 ~ Fontana, CA	

tech manager

108 ~ Redwood City, CA	472 ~ Manchester, NH	763 ~ Greensburg, PA
404 ~ San Jose Kooser, CA	525 ~ E. Hanover, NJ	967 ~ Columbia, SC
409 ~ Diamond Bar, CA	542 ~ Union, NJ	417 ~ San Antonio, TX
426 ~ Lakeland, FL	522 ~ Brooklyn, NY	586 ~ Austin, TX
602 ~ Conyers, GA	547 ~ Mayfield Heights, OH	114 ~ Layton, UT
615 ~ Fayetteville, GA	557 ~ Columbus, OH	056 ~ Richmond, VA
770 ~ Frederick, MD	738 ~ Sharonville, OH	343 ~ Spokane North, WA
774 ~ Takoma Park, MD	844 ~ Mississauga, ON	344 ~ Spokane Valley, WA
566 ~ Hattiesburg, MS		626 ~ Tacoma, WA

district manager

District Tech Manager
District Tech Manager
District Manager

Based in N. Charleston, SC
Based in Dothan, AL
Based in Kansas City, MO

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



peter piper pizza.

interested in a peter piper opportunity?

General Manager

Miami, FL #1271

Please visit www.peterpiperpizza.com to review all open Peter Piper Pizza positions